

State Agency Recognition Awards 2003 Nomination

State Agency Being Nominated: Department of Motor Vehicles

Title of Nomination: (Education/Outreach)
Small Business Resource Guide

Award Recipient: Shamim Khan, Deputy Director

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Executive Summary:

The Small Business Resource Guide was created and published by the Department of Motor Vehicles to provide a compact and portable reference handbook that has relevant and consistent information for new and/or existing small businesses/DVBEs about the planning, development, and growth of a business.

The Department learned through outreach and education events in the small business/DVBE community that there was a need for a resource guide that consolidated information on the wide variety of state, federal and local resources available to help small and disabled veteran businesses become successful. The Resource Guide provides information on state, federal and local agencies that provide assistance with business planning, financing, permits and licenses, insurance and bonding, employment and training, business taxes, certification programs, state contracting opportunities, etc.

Results:

On May 28, 2003, 500 copies of the Resource Guide were distributed at the Governor's Office of the Advocate for Small Business Summit and the Resource Guide was well received by the small business community and participating state departments. The Department has received requests for additional copies and has been advised that a local small business owners group will be including the Resource Guide in their training materials.

The results cannot be measured in dollars and cents or participation rates. The intent of the Resource Guide is to offer assistance and help small businesses succeed.

Lessons Learned:

The most important lesson learned is that the Resource Guide is a living document and must be updated regularly to be an effective tool. DMV is already in its second revision.

Benefits:

- Places the information in the vendors hands so they have what they need at their finger tips;
- Puts vendors in contact with the right people, right departments, and right agencies; and
- Outreach, education and customer service are prime objectives in helping the public sector do business with state, federal and local agencies.

Other Agencies:

Any agency and/or department can put the Resource Guide into action by duplicating DMV's guide or publishing their own informational guide for the public to reference. What and how much information to include is up to the each department's discretion.